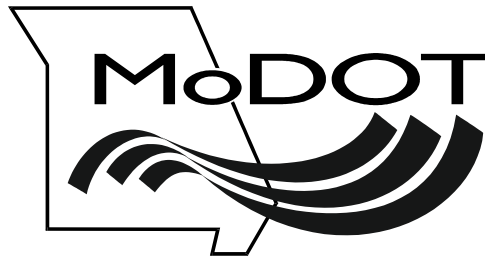


*Missouri
Department
of Transportation*



Henry Hungerbeeler, Director

105 West Capitol Avenue
P.O. Box 270
Jefferson City, MO 65102
(573) 751-2551
Fax (573) 751-6555
www.modot.state.mo.us

July 21, 2003

Dear Consultant:

The Missouri Highways and Transportation Commission is requesting the services of a consulting engineering firm to perform the described professional services for the project described on the attached request for proposals (RFP).

If your firm would like to be considered for these consulting services, you may express your interest by responding as described in the RFP.

We request all proposals be received by 12:00 pm, August 29, 2003.

Sincerely,

Dave Nichols
Director of Project Development

jh

Attachment

cc: Mr. Sabin Yanez-d4
Mr. Steve McDonald-tr
Ms. Diane Heckemeyer-de
Ms. Sharon Taegel-ig

REQUEST FOR PROPOSAL
CONSULTANT SERVICES FOR
TRAFFIC OPERATIONS CENTER SUPPORT

July 21, 2003

I. INTRODUCTION

Kansas City Scout (<http://www.kcscout.net/>) is the Kansas City Metropolitan Area's Advanced Transportation Management System (ATMS). It is jointly funded and operated by the Kansas Department of Transportation (KDOT) and the Missouri Department of Transportation (MoDOT). The terms "the DOTs" and "DOT" as used in this document indicate both KDOT and MoDOT or their selected representatives.

Purpose

This professional services contract will include the development, implementation, and maintenance of methods and procedures to optimize the management and operations of the **Scout** Traffic Operations Center (TOC) located in Lee's Summit, Missouri. In this context, the "management" aspect of the contract will focus on strategic business planning and the way in which resources are identified and allocated to accomplish the TOC's core business functions. The "operations" aspect will focus on overall procedures, staffing, organizational design, technology employed, training, and continuous improvement processes. The objective is to enhance the TOC's functions as an ATMS, Advanced Traveler Information System, (ATIS), Freeway Management System (FMS), as well as in how it facilitates effective Incident Management (IM). The selected Consultant will provide technical support for the DOTs relative to the operation, performance, and enhancement of the TOC. Under this contract, the Consultant will provide TOC support staff including Console Operators, and the appropriate supervision of this staff.

Background

In August, 1994, the DOTs contracted an Intelligent Transportation Systems (ITS) Early Deployment Study to assess the transportation needs of the Kansas City Metropolitan Area and develop a plan for addressing those needs through the deployment of ITS. The study, completed in March, 1996, provided a broad overview of existing transportation system characteristics, a ranking of appropriate ITS User Services for the metropolitan area, a system architecture, a review of current ITS technologies and a deployment plan that provided a schedule/budget for ITS in Kansas City. The study can be found on-line at <http://kdot1.ksdot.org/public/kdot/burtransplan/burovr/kcitsdp.htm>.

The study also focused on the development of an Advanced Transportation Management System (ATMS) for freeway operations. The study recommended that the ATMS be deployed through a series of four phases, with each phase expanding the geographic coverage area of the previous phase. Coordination efforts between the DOTs, the Mid-America Regional Council (MARC) and the Kansas and Missouri FHWA Division Offices continued beyond the study to design and implement the **Scout** ATMS system. The first phase of **Scout** is currently under construction and is expected to be operational in late 2003.

Scout uses roadway sensors and closed circuit television (CCTV) cameras to monitor freeway traffic and incidents and dynamic message signs (DMS), a Highway Advisory Radio (HAR) system, the internet and local media to disseminate traffic information to travelers. The first phase of the system consists of 75 CCTV cameras, 36 DMS and continuous speed detection every half mile on over 50 miles of freeway for a total of 75 miles of freeway coverage. HAR is being expanded to four with transmitters being added at I-35 and Pleasant Valley and at I-70 and Little Blue Parkway. There are also numerous roadway projects under various stages of development and construction, which will add CCTV cameras, roadway sensors and DMSs to the system.

General Conditions

The Consultant team members will work under the overall supervision of the DOT's TOC supervisory staff to support the operation of the TOC. For the first few months of this contract, the TOC will be operated five days a week from approximately 5:30 AM to 8:00 PM. After this initial startup period and prior to the end of the consultant contract the intent is to begin operating 24 hours a day and 7 days a week.

The TOC will also be home to MoDOT's Kansas City District Customer Service Representatives, who currently answer calls to MoDOT's toll free customer service line, dispatch MoDOT's maintenance personnel, facilitate incident management and staff the district's front desk. The Customer Service Representatives will move into the TOC in the summer of 2003 so that they have access to the CCTV feeds. The successful consultant will be expected to assist in defining any changes to the roles of the Customer Service Representatives as a result of the opening of the *Scout* system.

The DOTs have Motorist Assist programs focused on freeway assistance. In Missouri, it consists of 9 trucks that operate in two shifts on weekdays from 5:30 am to 7:00 pm. The Missouri Emergency response group works on nights, weekends and holidays. It is the first responder to emergency needs in the district. Kansas operates a motorist assist program through the Kansas Highway Patrol. It includes 8 vehicles that cover 260 miles of freeway. The TOC will be in direct coordination with these programs.

It is anticipated that this professional services contract will cover an initial period of two (2) years, with the possibility for renewal based on Consultant performance and funding. The DOTs expect to renew the contract of the successful Consultant twice for two-year periods, but this must be agreed upon by all three parties, and is based on Consultant performance and availability of funding. This is expected to be a cost plus fixed fee contract, with possibly a differing compensation structure for the tasks to provide on-site labor, as agreed upon by the Consultant and the DOTs.

The contract will be implemented on a task-order basis. On this basis the Consultant will perform specified tasks for which the DOTs issue specific written instructions to proceed. Each task will be defined by the specific scope of work to be accomplished, an individual schedule, and an estimate of budget and resources to complete the item of work.

This Request for Proposal (RFP) is not a contract. The DOTs reserve the right to delete or amend existing provisions, or include additional provisions not addressed herein prior to the submittal due date. If it becomes necessary to revise any part of the RFP, an addendum shall be provided. All Proposers shall acknowledge all of the addenda as part of their Proposal. Failure to acknowledge addenda may be grounds for disqualification of the Proposer.

The DOTs will provide operations center equipment/furnishings (e.g. video monitors, workstations, consoles, chairs, tables) and utilities (e.g. heating, air conditioning, lighting, electrical power) at the TOC at no cost to the Consultant. The Consultant will also have access to one 12' x 13' office, a printer, fax machines, copiers and phones for Scout TOC business use.

Additional office space, utilities and services for personnel other than operators and operator supervisors (i.e. Administrative, Project Manager, Secretarial, etc) shall be provided by the consultant, with such cost included in the consultant's overhead. The DOTs will provide space, utilities and services only for operations staff in the TOC.

The cost of providing secretarial services for typing of correspondence, reports, manuals, and records shall be included in the Consultant's overhead.

II. INSTRUCTIONS FOR SUBMITTAL OF PROPOSALS

All interested firms should indicate their interest as soon as possible by sending an email to holmej@mail.modot.state.mo.us. The subject line of this email should be “Distribution list for the *Scout* TOC Operations Assistance RFP”. The body of the email should contain only the contact information for the company. This information should include the company name and the name, address, phone number, fax number and email address for a single contact at the company. Please submit only one email per proposal to be submitted. A reply will be returned indicating that the email has been received. These emails will be used to create a distribution list for the purpose of emailing responses to all inquiries directly to all parties on the list.

All Proposals must be submitted to:

Mr. John Holmes, P.E.
Transportation Project Manager – KC Scout
Missouri Department of Transportation
600 NE Colbern Road
Lee’s Summit, Missouri 64086

All Proposals must be received by 12:00 p.m. on August 29, 2003. No Proposals will be accepted after the time specified. The DOTs reserve the right to reject any and all Proposals based on non-compliance with the RFP.

All materials submitted in accordance with this RFP become the property of the Department and shall not be returned.

III. INQUIRIES

All inquiries concerning this RFP must be submitted in writing. No verbal communication will be permitted. Submit all written inquiries to:

Mr. John Holmes, P.E.
Transportation Project Manager – KC Scout
Missouri Department of Transportation
600 NE Colbern Road
Lee’s Summit, Missouri 64086
or
Fax to the attention of John Holmes at (816)-622-0461
or
E-mail to Mr. Holmes at holmej@mail.modot.state.mo.us

In either case, please reference “KC Scout TOC Support Contract, RFP Inquiry” as the subject of the correspondence. All questions must be received by one of the methods shown above before noon on August 22, 2003. The Department will fax or e-mail a copy of the question(s), along with the Department’s response, to the distribution list within three (3) business days of receipt.

Proposers are not allowed to communicate in any way with any DOT staff, including the Commissioner or any Board Member, regarding this RFP, other than Mr. John Holmes at the address, fax number, or e-mail address shown above. At his discretion, Mr. Holmes may refer Proposer to other DOT employees. Violation of this provision may result in the rejection of the firm’s Proposal.

IV. INFORMATIONAL MEETING AND TOC TOUR

The DOTs will host an informational meeting and TOC tour on August 6, 2003 at 9:00 AM. Each team that is considering submittal of a proposal may send two representatives to this meeting and tour. The purpose of this meeting is to provide potential partners with the opportunity to better understand the *Scout* system and the working environment prior to finalizing their proposals. Any questions will either be answered immediately by Mr. Holmes or other DOT staff in the presence of all attendees or will be documented and forwarded in writing to the distribution list.

To insure that all proposers receive consistent information, this meeting will be the only opportunity for personal interaction with the DOT staff.

All interested parties shall indicate their intention to attend this meeting and tour with the names of the two attendees in writing to John Holmes by August 1, 2003.

V. PROPOSAL FORMAT

The Proposal submission may not exceed 20 single-sided pages, including the cover, indexes, the information described in sections 1 through 4 below, and section delimiters. In addition, the appendix as described in section 5 below, may include no more than 20 additional pages. Minimum font size for Proposal text shall be 11 points. Each submittal shall consist of ten (10) bound copies of the Proposal package.

The Proposal shall be divided into the following areas, and in the order shown:

1. Project Team

This section shall contain information for all individuals that will participate in the work, including subconsultant personnel. A description of the role each project member will assume in the work should be included. Information for TOC Console Operators need not be submitted at this time, however supervisory personnel must be identified in the Proposal, and their information provided. The provided information must include, as a minimum, the following:

Name

Title

Educational Background

Professional Registration or Certification (where applicable)

Past Work Experience Applicable to this Work (including dates the work was performed)

This section shall also include a Staff Availability Chart. This chart shall detail the availability of each staff member based on the percentage of time he or she will have to devote solely to this project, taking into consideration their other project commitments.

2. Previous Experience of Firm(s)

This section should detail the Proposer's, and proposed subconsultants', previous experience relating to this work. Include a listing of all recent work relating to ITS and/or the support or operation of a TOC, or equivalent facility. This listing shall include a description of the work, the approximate start date and the date the work was completed, project budget, and the name and telephone number of the client's Project Manager. Include information as to whether the project's time schedule and budget were met. Also include the names of any persons who worked on the prior project who are proposed to work on this project, and the role they played in the previous work.

3. Scope of Services

This section shall contain the following:

- A statement of the objectives of the work to be preformed under this contract, and the Proposer's overall approach to accomplishing these objectives.
- A detailed, comprehensive plan for completing the project based on the Scope of Work. The major components of the work are identified in the Scope of Work provided in this document. Specific information regarding how the Consultant proposes to address each task should be provided. The Consultant's plan for completing the work shall include a description of the project team with responsibilities assigned for each task, as well as information regarding facilities and resources proposed to accomplish the work.

4. Resource Allocation Information

This section shall include resource allocation information for all tasks identified in this RFP. The Resource Allocation Plan shall provide the number of hours required to complete each component of the work identified in this RFP, and shall be subdivided by job titles or classifications. No cost figures are to be submitted as part of the Proposal; all project costs will be negotiated with the successful Consultant at a later date.

5. Appendix

This section may include more detailed resumes for the project team and any other items which were not specifically requested, but which may be pertinent to the work, and useful to the DOTs in evaluating the Proposer's capability to perform satisfactorily.

VI. ORAL PRESENTATION

Following receipt and evaluation of the Proposals by the Consultant Selection Team, selected short-listed Proposers may be required to make an oral presentation to the evaluation team. The Project Manager, along with up to four other members of the Consultant Team, must make the presentation. Each Proposer will be given a maximum of forty-five (45) minutes for their presentation, followed by a question and answer period of approximately thirty (30) minutes. Failure to provide an oral presentation if required to do so will automatically eliminate short-listed proposers from further consideration. These presentations will be scheduled after the deadline for submission of Proposals, and will be held at the TOC in Lee's Summit. The Department will notify Proposers of the date and time for their presentation.

VII. EVALUATION AND SELECTION CRITERIA

A. The Short List

A short list of from two to five proposers will be developed. Proposers not on this list will be sent a brief letter notifying them that they did not make the short list. Proposers on the list may be asked to make an oral presentation. The Criteria for selection of this list will be:

1. Experience in operating a similar center. Firms having operated a center within the last two years are preferred.
2. Qualifications of proposed principal employees. Direct experience with the day-to-day operation of a similar center will be preferred.
3. Past performance on work done for the DOTs

B. Evaluation Of The Short Listed Proposals

All short listed Proposals will be evaluated by the DOTs based upon, but not limited to, the following criteria:

1. Responsiveness to the technical requirements of the RFP, including, but not limited to, the following:
 - a. Understanding of the goals and objectives of the work

- b. Demonstration of the Proposer's understanding of, and competence in ITS, particularly ATMS, ATIS, FMS, and IM, and insight as to how the TOC and *Scout* can be more effective transportation management tools for the Kansas City Metro Area
 - c. Documentation or demonstration of the Proposer's understanding of, and competence in the operation of a Traffic Operations Center.
 - d. Documentation of an effective, and/or innovative plan to accomplish the work, and an allocation of resources to support this plan
2. Documentation of sufficient facilities, resources, and personnel to accomplish the work
 3. Qualifications and availability of all personnel proposed to work on the project
 4. Past experience and performance of the Proposer and subconsultants on related work, including demonstrated ability to complete work on schedule and within budget
 5. Any information submitted for consideration in the Appendix of the Proposal that is pertinent to this work
 6. Oral presentation and response to questions from the Consultant Selection Team (if required).

VIII. SCOPE OF WORK

The following narrative details the anticipated items of work to be performed by the Consultant. Based on this description, the Consultant shall identify components and sub-components of the work, and provide the Department with a detailed plan for their completion. It should be understood that the Scope of Work is intended to give the Consultant general guidance and is not all-inclusive or limiting. The Scope of Work may be changed as the work progresses, and as agreed upon by the Department and the Consultant.

The Consultant shall assist the DOTs in support and operation of the TOC. The general objectives of the project are as follows:

- ◆ Document and update TOC Standard Operating Procedures (SOP's) by developing enhanced methodologies and specific operational procedures. Implement and maintain these new methodologies and procedures, including the development and maintenance of new tools or systems to support them.
- ◆ Provide TOC Console Operators to support two 8 hour shifts per day, five days per week and have the capability to provide 24 hour a day, 7 day a week operation of the TOC.
- ◆ Provide the appropriate hiring, training, and supervision of the Consultant's Operators and Call-Takers.
- ◆ Provide the appropriate transportation management support for Operations Center activities.

The task order numbers shown below are not definitive but are intended for the purpose of consistency and evaluation of all Proposals. Task numbering shown here has no bearing on priority or the order in which tasks will be assigned during the contract. In detailing their approach to the work, each Proposer should use the task numbers shown here, however tasks may be changed, deleted, or added during the course of the actual work, as agreed upon by the Consultant and the DOTs.

TASK 1 - PROJECT MANAGEMENT

The Project Management task will include administration and oversight of all project activities. The Project Management activity will include oversight by a registered Professional Engineer experienced in the management and operations of Intelligent Transportation Systems and Traffic Operations Centers. Work to be performed under this task may include:

- ◆ Provide oversight of all work performed under this contract.
- ◆ Administer resource allocation plan, ensuring that appropriate resources are available when needed.
- ◆ Develop scope, schedule, and estimate for individual tasks directed by *Scout*.
- ◆ Track project budget and provide monthly updates, status of the work, invoices, and cost summaries.
- ◆ Provide oversight of all subconsultants utilized by the Consultant for this work.

- ◆ Participate in bi-weekly progress meetings with DOT staff.
- ◆ Performance management measures for operators and supervisors.

TASK 2 - TOC STRATEGIC BUSINESS PLAN DEVELOPMENT

The Strategic Business Plan Development task will include making recommendations and facilitating the DOTs's development of a vision, guiding principles, and goals and objectives for the TOC. This effort should be led by Consultant staff experienced in strategic planning. Following formalization of the TOC's vision, guiding principles, and goals and objectives, a Strategic Business Plan will be developed by the Consultant, and shall be a rigorously documented plan for defining the Management and Operations requirements of the TOC. The plan shall consider the outline, form, elements and contents of successful Strategic Business Plans from other agencies, and from other TOC's.

TASK 3–SYSTEM PERFORMANCE AND BENEFITS REPORTING

Work to be performed under this task may include:

Determine and or use existing measures of effectiveness (MOE's) for the TOC and the *Scout* system in terms of efficiency and effectiveness in providing transportation management, traveler information, and incident management, and develop means of capturing and monitoring data for these metrics. Utilize current research and industry standards, and comply with FHWA performance measure goals and practices in completing this work.

- ◆ Assist TOC Employees in capturing and reporting on benefits of the *Scout* system in terms of congestion mitigation, mobility, and air quality improvements.
- ◆ Assist TOC Employees in measuring customer satisfaction of the services provided by the TOC and the *Scout* system. The Consultant will devise appropriate means of gathering this information, such as by the use of telephone and e-mail surveys, focus groups, the Internet, etc.
- ◆ Develop, implement, and maintain new tools, or identify existing tools to be used to capture, monitor, and report on system performance and benefits data.
- ◆ Prepare monthly status reports on TOC and *Scout* system performance based on the pre-determined MOE's in a format approved by *Scout*. A more detailed annual report, including costs and benefits shall be prepared at the end of the State's fiscal year, which runs July 1 to June 30.

TASK 4– STANDARD OPERATING PROCEDURES AND TRAINING MANUAL UPDATES

Work to be performed under this task may include:

- ◆ Evaluate all TOC Standard Operating Procedures (SOP's) to ensure that they are as efficient and effective as possible.
- ◆ Update the SOP Manual as required to conform to the current status of ITS deployment, software systems, DOT policy, TOC policy, continuous improvement processes, and industry standards.
- ◆ Continue to make modifications to the SOP Manual as necessary as a result of system performance analysis.
- ◆ Evaluate TOC training materials to ensure that they are as effective as possible in providing training of new employees and refresher training of veteran employees.
- ◆ Update the existing training materials as required to conform to updates in the SOP Manual, status of ITS deployment, software systems, DOT policy, TOC policy, continuous improvement processes, and industry standards.

- ◆ Continue to make modifications to the training materials as necessary as a result of system and employee performance analysis.
- ◆ Prepare individual sections of SOP and training manuals in modules with a consistent format, allowing them to be easily updated, identified by date, and replaced.
- ◆ Manuals shall be updated as needed to remain current with any changes to operational and training procedures.
- ◆ Maintain and update the Regional Incident Management Manual, which can be found at <http://kdot1.ksdot.org/public/kdot/kcmetro/kcindex.html>. The manual will need an initial update to reflect the completion of phase 1 of KC Scout, and to update contact information, detour routes, etc. After the initial update it shall be updated as needed to remain current with any changes.

TASK 5 - PROVIDE TOC CONSOLE OPERATORS

Under this task the Consultant will provide TOC Console Operators to work in a blended structure with DOT personnel. Minimum qualifications of Consultant Operators should be based on the TMC Pooled Fund Study and must be approved by the DOTs. The TMC Pooled Fund recommendations can be found in the document labeled "Transportation Management Center (TMC) Position Descriptions" at <http://tmcdfs.ops.fhwa.dot.gov/>. Likewise, the content, format and duration of the training program for Consultant Operators must be approved by the DOTs. Proposers should submit their recommendations for minimum operator qualifications and training program outline.

Proposers should respond as to how they would successfully approach two levels of staffing, including pros and cons, transition plans, implementation staging, and organizational structures for each. Proposers should propose a preferred option for staffing at each level and may also propose an alternate.

Level 1 – Peak Periods – Under this level, the consultant will supply adequate staffing to operate the center from approximately 5:30 am to 8:00 pm, including one full time supervisor.

Level 2 – 24/7 – Under this level, the consultant will supply adequate staffing to operate the center 24 hours per day, seven days a week, including adequate supervision to insure adequate communication with and training of all shifts.

In addition to regular incident management and contact duties, graveyard shift Operators will serve as Call-Takers and, in cases of emergency, coordinate with Motorist Assist or Emergency Response.

Duties of Consultant TOC Console Operators shall be as follows:

- ◆ Use ATMS software to control and monitor field devices such as Closed Circuit Television (CCTV) cameras and Dynamic Message Signs (DMS).
- ◆ Monitor video images for the detection or verification of incidents, debris, abandoned or disabled vehicles, and hazardous and non-hazardous spills.
- ◆ Use ATMS software to log reported, confirmed, and potential incidents, and construction and maintenance lane closures.
- ◆ Monitor system-generated response plans, and accept or manually override as necessary.
- ◆ Use radio, telephone, and alphanumeric pagers to communicate with DOT personnel in Kansas and Missouri, including Motorist Assist, Customer Service, Maintenance and Construction personnel, *Scout* technicians, Traffic Operations management, DOT management, and the Federal Highway Administration as appropriate, regarding incidents, traffic, road maintenance and construction activity, and related weather conditions. These duties may include coverage of the entire 11 county area including, Wyandotte, Leavenworth and Johnson counties in Kansas and Platte, Clay, Ray, Jackson, Lafayette, Johnson, Cass and Henry counties in Missouri.

- ◆ Dispatch and communicate with Motorist Assist and Emergency Response personnel from both DOTs via radio or telephone using standard protocol.
- ◆ Communicate with appropriate local agencies, authorities, and towing companies in the resolution of lane blocking incidents.
- ◆ Answer telephones to provide information or assistance to motorists, DOT personnel, or other agencies on traffic and road conditions; direct calls to appropriate personnel in Traffic Operations or take action as part of traffic management operator duties.
- ◆ Monitor Road Weather Information System (RWIS) for potential weather problems affecting traffic; make the necessary communication and take action as part of traffic management operator duties.
- ◆ Perform record keeping, logging of required information, equipment checks, data gathering, and updating of manuals and contact lists.
- ◆ Update items on the **Scout** Traffic Information Telephone Line or Interactive Voice Response system as directed. (future)
- ◆ Answer all non-duty hour calls for DOT maintenance assistance; make the necessary communication and dispatch necessary personnel. MoDOT is planning to implement a policy wherein maintenance calls from the west half of the state of Missouri are routed to the Kansas City district office during nighttime hours. If this policy becomes effective during the life of this contract, the TOC operators would be handling these nighttime calls and dispatching the appropriate maintenance personnel.
- ◆ Take appropriate action for incidents reported electronically by other agencies integrated with **Scout**, such as the Kansas City Area Transportation Authority (KCATA), Operation Green Light, and 911.
- ◆ Perform other related duties of a similar nature.
- ◆ Undertake periodic training and re-training, and pass semi-annual performance evaluation testing developed and administered by the Consultant with the approval and oversight of the DOTs.
- ◆ There may also be occasion for Consultant Operators to assist DOT TOC staff in supporting special events such as, but not limited to, KC Chiefs and KC Royals games, Kansas Speedway races, concerts, etc.

Personnel Policies:

- ◆ Conform to all relevant MoDOT personnel policies related to use of state buildings, use of state computer equipment, use of state office equipment, access to confidential state records, substance abuse, safety regulations, sexual harassment and discrimination.
- ◆ Conform to policies applicable to all employees of the TOC including access to the building and building security, building cleanliness, parking, and privacy policies relating to the use of closed-circuit television images.
- ◆ Emergency call-ins are occasionally required; appropriate consultant staff response times shall be established.
- ◆ Work adjusted hours in events such as snowstorms, severe traffic incidents, etc.
- ◆ Hours and required number of Console Operators may be increased or decreased by the DOTs with thirty (30) days notice.
- ◆ All Console Operators will be required to wear a standard uniform while on duty, typically solid colored slacks or skirt, and a KC Scout logo shirt. All uniforms to be approved by the DOTs. Only the KC Scout logo shirt will be provided by the Consultant, and paid by the DOTs as a direct project expense. Individuals will be expected to supply other articles of clothing, such as slacks, skirts, and shoes that comprise the uniform. Supplying of uniforms should include the appropriate laundry and replacement services to keep uniforms in consistently good condition. Consultant will only be required to furnish uniforms for its personnel, and not for DOT staff.

TASK 6 - PROVIDE SUPERVISION OF ALL TOC CONSULTANT STAFF

This task will involve providing oversight of on-site TOC Consultant staff by a qualified Transportation Management Engineer or Manager with experience in overseeing similar types of operations. Consultant Supervisor will maintain close coordination and interaction with the DOT's TOC Manager, Shift

Supervisors, and Senior Operators. The Consultant Supervisor will work on-site, and will participate in TOC Operations staff meetings. While on site, Consultant supervisory personnel will have direct supervision responsibilities for its staff, with full oversight by DOT supervisory personnel. While not on site, Consultant personnel will be directly supervised by DOT staff, however serious scheduling conflicts, disciplinary matters, or other personnel issues will require Consultant management assistance or intervention. Consultant supervisory personnel should schedule their on-site time such that they have routine contact with Consultant personnel on all shifts.

Duties of TOC Consultant Staff Supervisor(s) shall be as follows:

- ◆ Ensure that the appropriately qualified staff of Operators is hired; maintain appropriate staffing levels at all times.
- ◆ Assist DOT TOC supervision to ensure that DOT and Consultant staff schedules are coordinated so that optimum staffing levels are maintained on a continual basis. Set Consultant staff schedules accordingly; readjust schedules as needed in response to last minute changes.
- ◆ Assist DOT TOC supervision in the efficient operation of the TOC, including providing traffic engineering, traffic management, and incident management technical support as necessary.
- ◆ Respond to emergency call-ins, which are occasionally required; ensure established consultant staff response times are achieved.
- ◆ Provide for adjusted hours for Consultant staff in events such as snowstorms, severe traffic incidents, hazardous materials spills, etc.
- ◆ Provide training for consultant staff in Standard Operating Procedures, ATMS software and hardware, DOT policies and organizational structure, and customer service.
- ◆ Conduct semi-annual performance testing of all Consultant Operators and Call-Takers to ensure appropriate service levels are being maintained. Take the appropriate corrective action if unsatisfactory results are obtained.
- ◆ Perform all consultant staff administrative functions, including conducting employee performance evaluations, coaching, taking the necessary disciplinary actions, administering payrolls, etc.
- ◆ Ensure that all Consultant staff are working consistent with applicable DOT and TOC policies.
- ◆ There may also be occasion for Consultant supervisory staff to assist DOT TOC staff to support special events such as, but not limited to, Kansas City Chief's and Royals Games, Kansas Speedway races, concerts, etc.
- ◆ While on site, all Consultant supervisory staff will be required to wear standard uniform, typically solid colored slacks or skirt, and a KC Scout logo shirt. All uniforms to be approved by the DOTs. Only the KC Scout logo shirt will be provided by the Consultant, and paid by the DOTs as a direct project expense. Individuals will be expected to supply other articles of clothing, such as slacks, skirts, and shoes that comprise the uniform. Supplying of uniforms should include the appropriate laundry and replacement services to keep uniforms in consistently good condition.

Personnel Policies:

- ◆ While on site, conform to all relevant MoDOT personnel policies related to use of state buildings, use of state computer equipment, use of state office equipment, access to confidential state records, substance abuse, safety regulations, sexual harassment and discrimination.
- ◆ While on site, conform to policies applicable to all employees of the TOC including access to the building and building security, building cleanliness, parking, and privacy policies relating to the use of closed-circuit television images.